

# BENTON-FRANKLIN HEALTH DISTRICT

---



## ANNUAL REPORT

A photograph of the exterior of the Benton-Franklin Health District building. The building is a modern, multi-story structure with large glass windows and a brick facade. In the foreground, there are two small trees with pink blossoms. The year "2018" is overlaid in large white numbers at the bottom of the image.

2018



# LETTER FROM THE DISTRICT ADMINISTRATOR

The Benton-Franklin Health District (BFHD) is pleased to present the 2018 Annual Report to the greater Tri-Cities community. This report provides a brief overview of the Health District's programs and services that work to protect and promote the health of the residents and visitors of Benton and Franklin counties.

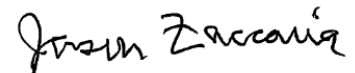
To address the communities' changing needs and with the alignment of foundational public health services across the state, BFHD adopted a new strategic plan this year. This next strategic plan cycle brings six strategic public health priorities into focus. These priorities include community health priorities, engagement, health equity, health strategy, quality, and risk management.

In addition to delivering high quality core public health services, we implemented innovative approaches this year to address complex issues including the opioid crisis, an examination of data about local health disparities, and protecting our environment. Health District staff influenced and contributed to the education about reduction of tobacco and vapor product use and youth suicide prevention as well as providing medical care and support to our at risk populations. Additionally,

our Surveillance and Investigation staff continued to address quality as a priority through assessment and education in the Food Safety program as well as our Water Laboratory.

I would also like to recognize the competent and committed staff of BFHD for all the work they do, our community partners who help public health efforts move forward, and our Board of Health for their support and guidance. In the coming year, the Health District expects to see and support more collaboration across the bi-county area and within the state, working side-by-side with community partners and legislators to create meaningful change to address root causes of health inequities, while striving to improve the health of all people.

Be sure to follow us on our social media platforms where you can receive regular updates of our activities throughout the year. You can also sign up for news and alerts by visiting our newly redesigned website at [www.bfhd.wa.gov](http://www.bfhd.wa.gov).



**Jason Zaccaria, MHA**  
**District Administrator**





# VISION, MISSION, VALUES & EQUITY STATEMENT

## MISSION

BFHD provides all people in our community the opportunity to live full productive lives by promoting healthy lifestyles, preventing disease and injury, advancing equity, and protecting our environment.

## VISION

BFHD is a proactive leader uniting knowledgeable staff and proven practice with strong partners and informed residents to form a resilient, healthy community where all of us can learn, work, play, and thrive to our greatest potential.

## VALUES

- Excellence
- Diversity
- Communication and Collaboration
- Integrity and Accountability
- Effectiveness

## EQUITY

BFHD believes everyone in the community should have the opportunity to attain their highest level of health. BFHD values and serves all people regardless of race, ethnicity, gender identity, sexual orientation, religion, socioeconomic status, or physical and mental abilities.



# LETTER FROM THE HEALTH OFFICER

Benton-Franklin Health District (BFHD) completed its most recent Strategic Plan in 2018 and it is fitting that one of the six priorities is health strategy. The increasing complexity of health issues coupled with more limited resources means that community members and organizations need to work together to be successful in improving the health of the community.

Recognizing the importance of timely local data in identifying and effectively addressing issues of public health impact for the community, BFHD set a strategic planning goal to provide expertise in population health information. In 2018, BFHD improved its capacity to collect and analyze data in order to share meaningful information about the health of Benton and Franklin Counties with the community. BFHD was able to provide timely, local data for the Youth Suicide Prevention Summit and analytic support to evaluate the results, complete a food study to evaluate risk factors in food establishments with the potential to cause foodborne illness, and release its

first Health Disparities Report. As part of the organization's commitment to health equity, the Disparities Report is a first step in identifying systematic and preventable barriers that keep people from reaching their highest health potential.

The improvements in data collection and analysis were largely due to a one-time funding bill from the state legislature for Foundational Public Health Services (FPHS), essential parts of the health and safety infrastructure of every community. It is essential to continue sustainable funding to maintain and improve these services so that Benton and Franklin County residents and visitors are protected from disease and injury and better able to learn, work, play, and thrive. FPHS funding ensures that BFHD can continue to be a place where people can turn for meaningful, accurate and reliable data and information about the health of the community.



**Amy Person, M.D.**  
**Health Officer**





# STRATEGIC PLAN 2018-2020

Look for these  
call outs throughout  
this report to see  
how the work  
supports the plan!

## Health Strategy

Goal 1: BFHD provides expertise in population health information and promotes health in all policies through our programs, community coalitions, and partnerships.

## Health Equity

Goal 2: BFHD promotes positive health outcomes by addressing health equity through our community partnerships and internal programs and policies.

## Engagement

Goal 3: BFHD actively engages staff and our community to shape our team and services to meet community needs.

## Quality

Goal 4: BFHD utilizes and adheres to a fully integrated, agency wide quality culture.

## Risk Management

Goal 5: BFHD strives to manage internal and external risks through regulatory compliance and maintaining a safe and healthy workforce.

## Community Health Priorities

Goal 6: BFHD supports healthy living and lifestyles through emphasis on community health priorities and other public health concerns.

This past year, BFHD released its 2018-2020 Strategic Plan that will provide the agency with focus and direction for the next three years and position us for growth, maximizing all available resources for the greatest public health impact possible. This strategic plan represents months of collaboration, data analysis, and information sharing by a cross-representation of BFHD leadership, management, and staff, along with our Board of Health and others. We look forward to continuing to work with our valued community partners as we work through the six chosen priorities over the next three years.





# AGENCY HIGHLIGHTS

2018-2020  
Strategic Plan  
Priority 2:  
Health Equity

## 2018 Disparities Report

BFHD recently released a 2018 Health Disparities Report. This report compiled local data for the bi-county region from multiple sources regarding a variety of health topics including health outcomes (diseases, hospitalizations, births, etc.) and health risk factors (healthy weight, physical activity level, poverty rates, etc.). The purpose of this report is to identify and highlight the health disparities that exist in the local community between demographic groups. The demographic groups examined in this report were based on race, gender, and sexual orientation. Data points that were already identified in local and state health assessments and met the threshold for statistical significance were then highlighted in the Key Findings section of this report.

BFHD is currently presenting these findings to various community partners and coalitions to help inform their decisions and programs. If an organization would like to learn more or discuss having the findings presented to their staff or members, please contact the Data and Reports staff in the Performance Management department. The report is also available on the Health District's website at [www.bfhd.wa.gov](http://www.bfhd.wa.gov).

## Health Equity

One of the priorities outlined by leadership in the 2018-2020 Strategic Plan is Health Equity. The aim is to optimize conditions in the hopes that everyone has the opportunity to attain their highest level of health through efforts that are focused on both internal services and the external community. BFHD has worked towards this goal by establishing a Health Equity Committee (HEC). The HEC has begun regular meetings, established formal membership, created a charter and work plan, and has created three teams that are focused on equity policy, diversity and inclusion, and trauma-informed approaches. In 2018, the teams were focused on drafting an official equity statement that was adopted by the agency, preparing to complete an assessment of the agency and its departments related to culturally and linguistically appropriate services, and integrating trauma-informed practices throughout the Health District. BFHD also implemented a staff training that utilized the America Divided video series to further explore issues pertaining to social determinants of health and health inequities. BFHD also released its first ever Health Disparities Report to get a better understanding of the health equity issues in this community.





# 2017-18 Influenza Season & Response

The 2017-2018 influenza season hit the bi-county region hard, requiring a multi-department and cross sector response. During the peak of the the 2017-2018 season, from the beginning of December 2017 through the end of March 2018, there were **4,594** positive influenza test results. By comparison, the 2016-2017 peak season during the same time frame only saw **613** positive test results. The bi-county region had **19** flu related deaths and BFHD administered **598** flu vaccines to the public. The Emergency Preparedness department actively engaged with the Region 8 Healthcare Coalition to obtain status of organizations, impacts to facilities, and share information. Staff monitored data from local hospitals and clinics to track influenza patient surges and addressed how this impacted facilities, identified their needs, and provided guidance on best practices for managing patient surges. Emergency Preparedness also performed daily surveys of hospitals in neighboring counties in order to monitor their ability to respond to a possible mass casualty event while being already inundated with influenza patients.

# Opioid Crisis

The Opioid Crisis is considered a top priority by national and state officials. Benton and Franklin Counties have seen a significant increase in opioid overdose deaths and hospitalizations over the past decade. Benton County also has one of the highest prescribing rates in the state for opioid drugs. The Washington State's Opioid Response Plan aims to prevent opioid abuse, identify and treat opioid use disorder, and reduce corresponding deaths from opioid use. BFHD worked one component of this plan by providing space in the Pasco office location for a third-party agency, Blue Mountain Heart to Heart (BMHTH), to establish a syringe exchange program. Additionally, Health District staff are active with the Benton Franklin Recovery Coalition, working to expand access to treatment services and educate providers and the public in order to reduce the stigma around substance abuse disorder. Staff also participated in a public forum sponsored by the Tri-Cities Alliance to raise awareness and mobilize the community to address the opioid epidemic and assisted in developing provider education opportunities on appropriate prescribing practices and treatment options for opioid use disorder.

2018-2020  
Strategic Plan  
Priority 6: Community  
Health Priorities

## 2017-18 Flu Season

**4,594**  
Positive Influenza  
Test Results

**19**  
Flu Related Deaths





# HEALTHY PEOPLE & COMMUNITIES

The Healthy People and Communities (HP&C) branch of the Health District promotes health and well-being across the lifespan of residents in Benton and Franklin Counties. The foundations of health are built in early childhood and begin with the pre-conception health of a mother and last throughout adulthood. These foundations require stable, responsive relationships, safe and supportive environments, and appropriate nutrition. HP&C programs support individuals and families through education, development of self-efficacy, and linkage to resources. HP&C encourages neighborhoods and communities to foster health promoting opportunities for all residents through a trauma-informed lens with a focus on the most vulnerable.

## Tobacco, Marijuana, & Vapor Product Prevention

The tobacco, marijuana and vapor product prevention program at BFHD works to prevent nicotine, vapor product, and marijuana initiation by youth. BFHD coordinated a multi-county effort to assess the tobacco promotion practices by tobacco retailers within one mile of a middle or high school. In 2018, BFHD staff and trained youth and adult volunteers conducted the Standardized Tobacco Assessments for Retail Settings (STARS) and the vape shop version (vSTARS). In Benton and Franklin Counties, 79% of all tobacco retailers were within one mile of a school. Of that 79%, 60 retailers

were surveyed. Survey findings raised concern regarding tobacco and vapor product ads within sight or reach of children, ads visible outside the store, the selling of flavored tobacco and vapor products, and tobacco and vapor product visibility. More information on these specific findings can be viewed at [www.bfhd.wa.gov](http://www.bfhd.wa.gov) under the Data and Reports section. In addition to the STARS assessments, BFHD staff worked in collaboration with local communities and organizations to enact tobacco and vapor product prevention policies in areas like city parks and established clean air zones at the 2018 Benton-Franklin Fair and Rodeo.

### Quick Facts: Benton & Franklin Counties

**14%** 12th grade students have used E-Cigarettes

**7%** 12th grade students have smoked cigarettes

**16%** 12th grade students have used marijuana

**36%** 12th grade students who used tobacco bought it from a store

Photo courtesy of the Tri-City Herald



2018-2020  
Strategic Plan  
Priority 1: Health  
Strategy

# Oral Health

BFHD acts as the lead agency for the Oral Health Coalition which works collaboratively to address issues related to dental care, one of the most prevalent unmet health care needs in the community. This past year, BFHD partnered with Tri-Cities Cancer Center and local dentist, Dr. Jennifer Domagalski, to increase Human Papillomavirus (HPV) vaccination programs throughout the community; 70-80% of oral cancers are attributable to HPV. BFHD also established new partnerships with Healthy Beginnings Preventive Health to expand access to preschool age oral health services and served as a pilot region for the Arcora DentistLink program that helps families connect with a dental home. The Oral Health department continued to strengthen partnerships with primary care providers at Lourdes, Kadlec, Tri-Cities Community Health, and Columbia Basin Health and facilitated the training of two new dentists in the Access to Baby and Childhood Dentistry (ABCD) program. The following are some service highlights from 2018:

**1301**

Preschool  
oral health  
screenings

**1100**

Children  
referred to a  
dental home

**774**

Adults  
referred to a  
dental home

# Youth Suicide Prevention

In July of 2018, BFHD was awarded funding through a state budget proviso, spearheaded through efforts from Senator Sharon Brown, to expand its youth suicide prevention activities and serve as a case study to identify best practice materials, training, intervention practices, and promotional strategies that can be replicated in other local health jurisdictions. Task one of the proviso required BFHD to document the materials, trainings, intervention practices, and promotional strategies for youth suicide prevention that were currently available in Benton and Franklin Counties prior to September 1, 2018. BFHD staff began performing key informant interviews with various community members, community-based organizations, and members of the Benton Franklin Youth Suicide Prevention Coalition (YSPC) to identify and categorize the existing resources. Task two of the proviso required BFHD to host a summit about the issue of Youth Suicide Prevention with the ultimate goal of identifying priorities for educational materials and training, intervention practices, and promotional strategies. The summit, which was attended by **61** professionals from **23** community organizations, resulted in the ranking of 10 priorities that were used to create the community workplan. The full report to the legislature, the resource guide, and the community workplan can all be viewed at [www.bfhd.wa.gov](http://www.bfhd.wa.gov) under the Program Reports and Evaluations page.

2018-2020  
Strategic Plan  
Priority 3:  
Engagement

# 2018 HIGHLIGHTS





# SURVEILLANCE & INVESTIGATION

In recent years, BFHD realigned to improve the groupings of services, foster increased engagement between departments, and improve response in the community. This structure placed all of the District's monitoring, investigation, and response areas into a single branch called Surveillance and Investigation (S&I), facilitating the sharing of information and coordination among different groups. This set of programs and services directly delivers foundational public health services in emergency preparedness, prevention and control of communicable disease, and environmental public health. S&I continues to have widespread impact on state and local programs and rule development across many areas with staff providing their expertise to schools, medical providers, businesses, partner agencies, and members of our community.


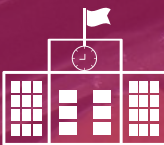



## FDA Food Study

The Food Safety program inspects approximately 1350 permanent food establishments annually for compliance with state codes. BFHD received a Food and Drug Administration Risk Factor Study grant to evaluate specific practices, training, and monitoring activities that related directly to violations with the potential to cause foodborne illness. For the BFHD Study, four general categories of establishments were identified: quick service restaurants, grocery stores, full service restaurants, and schools. From there, BFHD randomly selected a list of

establishments to evaluate, resulting in a sample size of 224. Food safety inspectors conducted unannounced visits to observe 51 separate data points related to on-site activities and interview people in charge to assess the management systems in place. If an activity was not observed or observed to be done improperly, it was considered out of compliance. The top five out of compliance data points for all facility types were cold holding foods (58% out), food cooled properly (55% out), proper cooling methods used (52% out), sanitizing equipment (35% out), and proper handwashing (29% out). Data also showed that employing a Certified Food Protection Manager (CFPM) had an overall positive impact on compliance rates and management systems on every primary data point. The report in full can be viewed on [www.bfhd.wa.gov](http://www.bfhd.wa.gov).

### Quick Facts:

#### Benton & Franklin Counties

-   Schools showed the highest rates of compliance of all facility types.
-  **96%** of establishments followed bare hand contact procedures
-  **95%** of establishments had an under-developed or non-existent illness policy
-  **39%** of establishments did not demonstrate proper handwashing procedures



2018-2020  
Strategic Plan  
Priority 4: Quality



# Water Laboratory

BFHD maintains an accredited water lab that is utilized by the public and various entities throughout the region to perform testing on both wastewater and drinking water. In 2018, one of the most time-intensive projects the lab oversaw was testing for a local municipality's study on their wastewater treatment centers. Between June and December of 2018, staff completed tests on over **800** separate samples, falling within one of four specific testing types. Taking approximately 24 hours a week to complete, these tests required approximately **576** staff hours from June to December. The lab was also instrumental in the Benton County Groundwater Nitrate Study that was conducted from 2015-2018, culminating in the Groundwater Nitrate Community Action Plan being released last year. The lab completed **1,204** nitrate test samples for the purposes of this study. BFHD's Board of Health voted on and approved the action plan in 2018 that outlines the need for ongoing testing services and public education expertise. The full plan can be viewed at [www.co.benton.wa.us](http://www.co.benton.wa.us).

# Addressing the HIV Epidemic

The HIV program is a case management service to assist people living with HIV. The program assists with education around treatment and medication, referrals to other community services, transportation to medical appointments, and support with housing stability. The HIV program has seen tremendous growth over the past year due to the larger statewide efforts to address HIV through the End AIDS 2020 campaign. For World AIDS Day, BFHD staff sought input from clients in the case management program to host an event that was meaningful to them. The clients chose to remember those who had been lost to the disease through a celebration of life. The event provided nutritious food options for clients and their guest, entertainment provided by a local drag performer, a canvas on which to write the names of loved ones lost to AIDS, and an interactive discussion on how people's lives have been affected by HIV. Over the course of 2018, the HIV program made a significant impact on the lives of those in this community living with HIV by providing **\$56,852** in housing and utility assistance, **\$13,000** in food assistance, and over **\$4,000** in transportation assistance, so that those living with HIV are able to maintain stability, support their health, and stay consistent with medication and treatment plans.



# 2018 HIGHLIGHTS



# ADMINISTRATION

The Administrative branch provides the Health District with the leadership, professional expertise, and financial management services that allow it to run efficiently and effectively for both internal staff and the public. This includes departments such as Human Resources, Billing and Contracts, Information Systems and Security, Finance, and Performance Management. These departments provide internal services like onboarding and training for staff, technical support, supply purchasing, travel, mileage, budget support, and continuous quality improvement activities. They also provide services for the community like vital records requests, job postings and hiring, website maintenance, data collection and analysis, and support towards community-wide efforts like the Community Health Needs Assessment and the Improvement Plan.

## Financial Updates & Highlights

- In 2018, BFHD received 24 separate indirect federal grants and 10 state grants, which provided funding for 37 different programs.
- BFHD's HIV case management program also received a 45% increase in funding allowing for a significant expansion in case management services.
- The Health District expended \$34.07 per capita providing public health services in Benton and Franklin Counties.
- Three-quarters of the Health District expenditures go towards covering personnel costs so that qualified staff are able to provide the needed and often mandated services supported by public health.

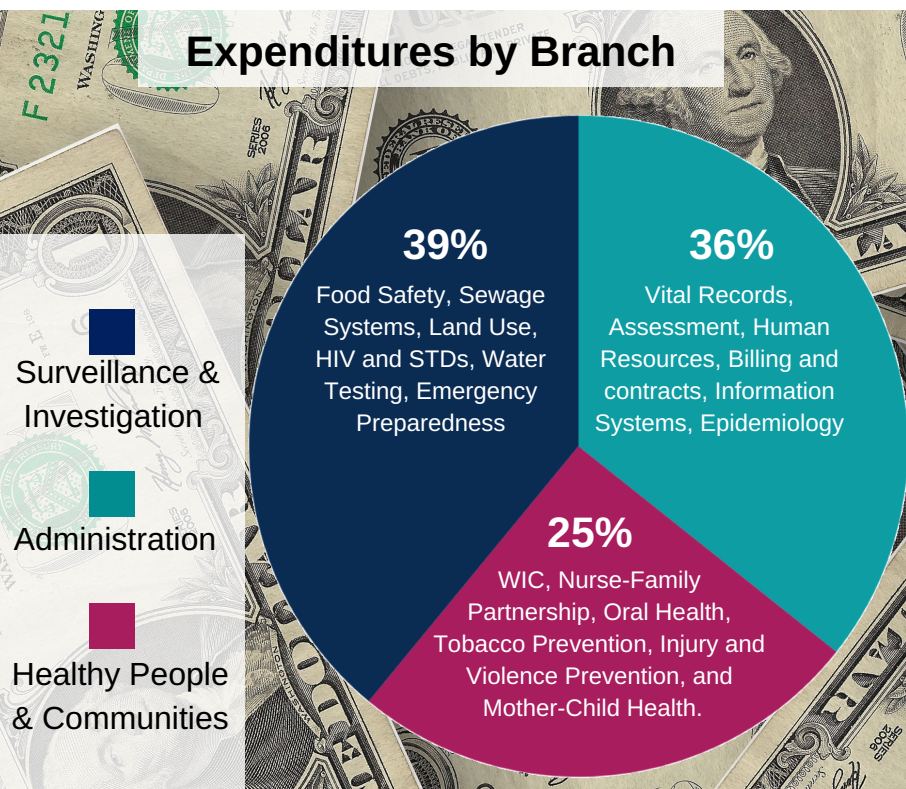
2018-2020  
Strategic Plan  
Priority 5: Risk  
Management

**Total Budget Expenditures: \$9,878,155.44**

## 2018 Revenue Sources:

Indirect & Federal Grants	\$3,161,721
State & Public Health Assistance	\$1,708,118
Charges for Goods & Services	\$1,505,658
Licenses & Permits	\$1,426,891
County Contributions	\$920,391
State Grants	\$609,267
Miscellaneous	\$20,235

## Expenditures by Branch





# Vital Records Changes

Vital Records at the Health District provides the public with copies of important documents such as birth and death certificates. BFHD policies regarding these documents are regulated by the Revised Code of Washington (RCWs) and Washington's Administrative Code (WACs). In 2018, BFHD modified its processes to come into alignment with the changes made by Washington State to allow for a third gender option on existing birth certificates. This allowed citizens born in Washington State to change their gender listed on their birth certificate to Male, Female, or X. The Department of Health defined gender "X" as, "not exclusively male or female, including, but not limited to, intersex, agender, amalgagender, androgynous, bigender, demigender, female-to-male, genderfluid, genderqueer, male-to-female, neutrois, nonbinary, pangender, third sex, transgender, transsexual, Two Spirit, and unspecified." Another major development was the introduction of a state senate bill to modernize the Vital Statistics statute (RCW 70.58) to limit those who can access birth certificates to the individual and immediate family members. If passed, this bill will become effective in 2021.

**9,927**

Birth Certificates  
Issued

**9,347**

Death Certificates  
Issued

# Dedicated Workforce

Benton-Franklin Health District prides itself on hiring the most dedicated and qualified individuals who are passionate about serving the community. With over 66 active programs operated through the health district, employees frequently serve a variety of roles and sometimes work for multiple departments. The 2018 Employee Satisfaction Survey achieved an **86%** completion rate and showed that **96%** of staff are satisfied with their job overall! Over the course of the 2018 calendar year, BFHD staff and volunteers included:



**95** Staff  
Members



**11** Average number  
of years employed

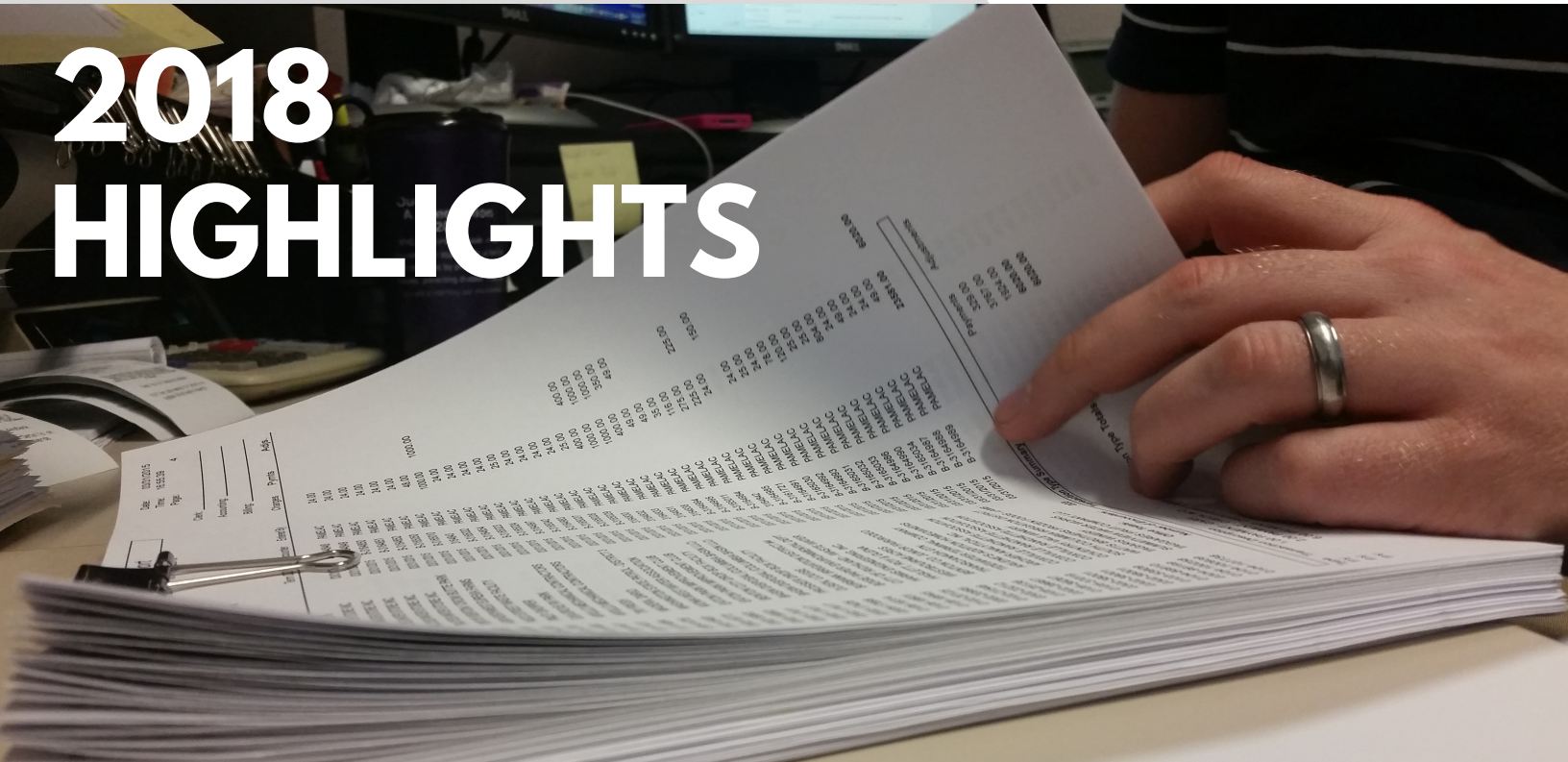


**35** Longest number  
of years employed



**19** Student  
Interns

# 2018 HIGHLIGHTS





# COMMUNITY DEMOGRAPHICS

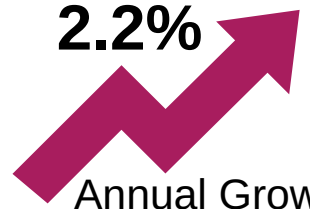
BFHD has been serving the growing community of Benton and Franklin counties for over 72 years. Each of the three main municipalities that make up the Tri-Cities are located within one of these two counties: Kennewick and Richland within Benton County and Pasco within Franklin County. There are numerous other smaller cities and communities located within this jurisdiction including Prosser, Connell, Eltopia, Benton City, West Richland, Finley, Mesa, Basin City, and Kahlotus. BFHD serves the bi-county population of 289,000 residents, thousands of annual visitors, and covers almost 3,000 square miles within its jurisdiction. While the population remains predominantly White, there is a significant Hispanic/Latino population that has more than doubled over the past two decades.

289,960



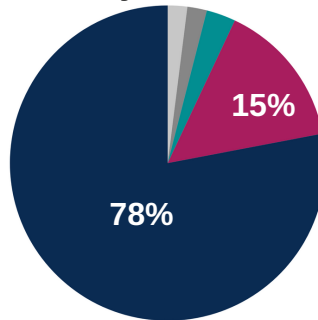
Total 2018  
Bi-County  
Population

2.2%



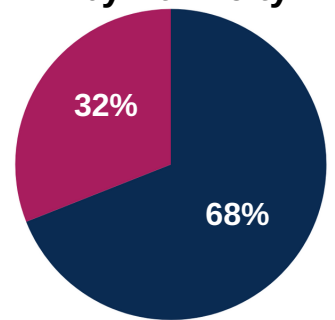
Annual Growth  
Rate

Population  
by Race



- White
- Other/two or more races
- Asian/Pacific Islander (3%)
- Native American (2%)
- African American (2%)

Population  
by Ethnicity



- Non-Hispanic
- Hispanic

\*Race and ethnicity are based on 2017 population numbers



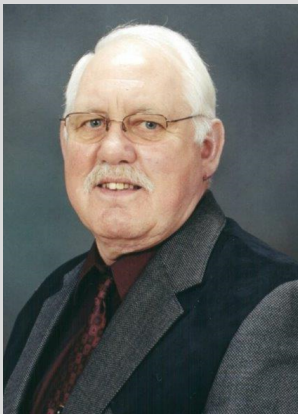
# BOARD OF HEALTH

## Benton County



The Board of Health coordinates with the District Administrator and Health Officer to develop the strategic direction for BFHD, oversee the financial status of the agency, and ensure the health and welfare of citizens by enacting rules and regulations as deemed necessary by the board. The Board is made up of the three county commissioners from Benton County and the three from Franklin County.

## Franklin County



Top Row-Left to Right: James Beaver, Jerome Delvin, Shon Small.

Bottom Row-Left to Right: Robert Koch, Rick Miller, Brad Peck.





# CONNECT WITH BFHD

## Health District Programs & Services

Animal & Insect Bites	509.460.4200
Birth/Death Certificates	509.460.4205
Children & Youth with Special Health Care Needs	509.460.4204
Chronic Disease & Diabetes Self-Management	509.460.4264
Communicable Disease	509.460.4216
Community & Family Health	509.460.4200
Data & Reports	509.460.4225
Dental/Oral Health (ABCD)	509.460.4558
Drinking Water	509.460.4254
Emergency Preparedness	509.460.4205
Feeding Team	509.460.4205
Food Safety (Restaurants)	509.460.4248
Food Worker Cards	509.460.4205
HIV/AIDS	509.460.4205
Immunizations	509.460.4200
Injury Prevention/Safe Kids/Falls Coalition	509.460.4214
Nurse-Family Partnership	509.460.4229
Nutrition	509.460.4246
Public Pool/Spa Inspections	509.460.4205
Sewage Systems (Septic Systems)	509.460.4205
Solid Waste (Facility Permits/Inspections)	509.460.4205
Tobacco & Vapor Product Prevention	509.460.4258
Travel Clinic	509.460.4200
Water Lab	509.460.4206
Women, Infants & Children (WIC)	509.460.4202
Youth Marijuana Prevention	509.460.4258
Youth Suicide Prevention	509.460.4275

## Kennewick Office

7102 W. Okanogan Pl  
Kennewick, WA 99336  
509.460.4200

## Pasco Office

412 W. Clark St  
Pasco, WA 99301  
509.547.9737

**Check out the new  
and improved  
website!**

**[www.bfhd.wa.gov](http://www.bfhd.wa.gov)**

**2018-2020  
Strategic Plan  
Priority 3:  
Engagement**



**Facebook.com/  
Benton-Franklin  
Health District**



**Twitter.com/BFHD**



**Pinterest.com/  
bfhealth**